

Field Agent Training

Door to Door



TOMORROW
ENERGY

Today's Agenda

- Tomorrow Energy
- The Deregulated Energy Markets
- Renewable Energy
- Available Energy Products
- How to enroll new customers with Tomorrow Energy
- Compliance Rules
- Role Play & Practice conversations
- Knowledge Test - 85% score required

And Above All...

The goal of our training is to provide you with the necessary information and tools to make successful and honest sales calls while **strictly adhering to PUC, State, and Federal compliance laws** related to the sale and supply of deregulated Residential Electricity products.



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About Tomorrow Energy

- Tomorrow Energy, is a privately wholly owned subsidiary of Sackett National Holdings, Inc. Prior to the name change to the company was called Tomorrow Energy.
- Sackett National Holdings, Inc. is a leading provider of information, technology and data services. For over two decades, financial institutions, Fortune 500 companies and consumers nationwide have turned to SNH for products and services such as mortgage applications, credit reporting tools, valuations, background screenings and affordable energy.
- Tomorrow Energy is a Retail Energy Supplier based in Houston, Texas and approved for business in Pennsylvania, Delaware, Illinois, New Jersey, Ohio, Maryland and New York.
- Tomorrow Energy offers exclusively 100% renewable energy products. (100% Green)
- Tomorrow Energy IS NOT IN ANY WAY affiliated with the Utility provider.
- Tomorrow Energy is a privately owned company who participates in “Energy Choice” programs approved by certain states.



Tomorrow Energy Executive Leadership

- CEO – Paul Keene
- Sales & Marketing – Sayed Khoja
- Financial – Murthy Rao
- Legal- Bill Evans
- Operations – Shaleen Gupta

Tomorrow Energy Sales Contacts

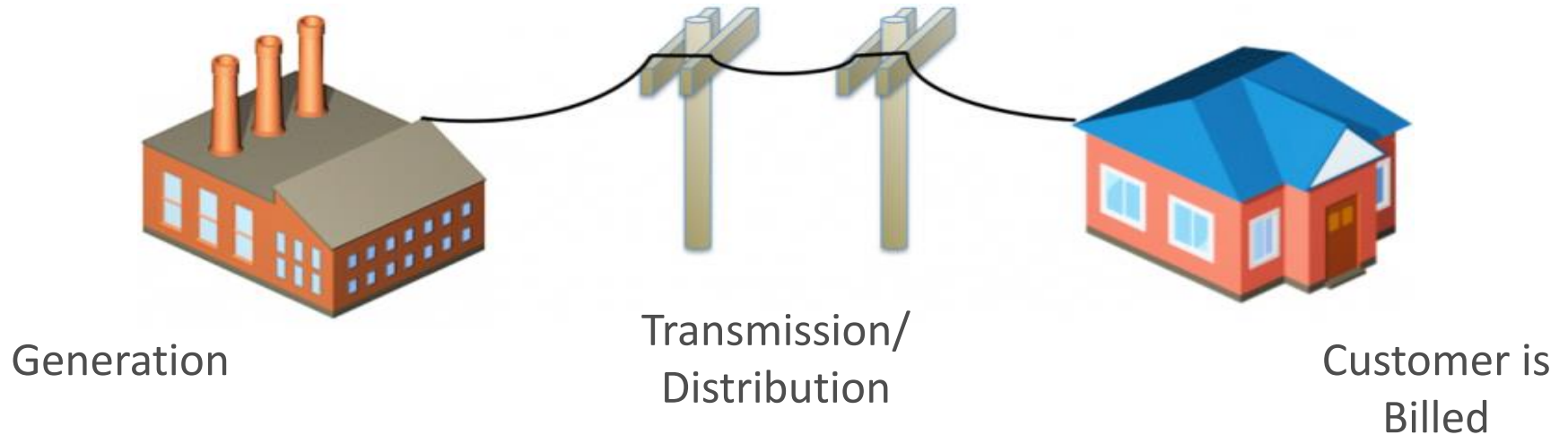
- Director Business Development– Sean Figaro
- Director Field Sales – Ernie Melendez
- Director Telemarketing – Edgar Moya
- Agent Onboarding – Veronica Martinez
- TPV & Sales Reporting – Kim Bailey



Electricity Deregulation



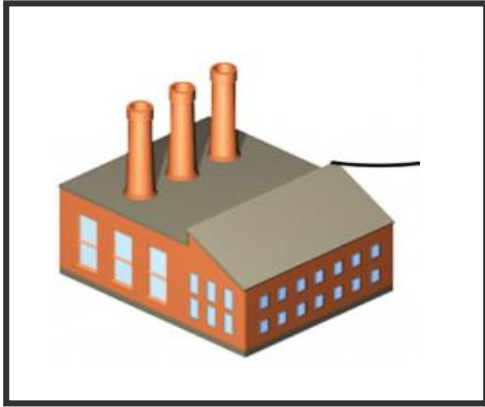
Before Deregulation - All 3 parts in one Utility



- Each utility owned the entire process in their area from start to finish
- No choice for customer – your utility/supplier was based on where you lived

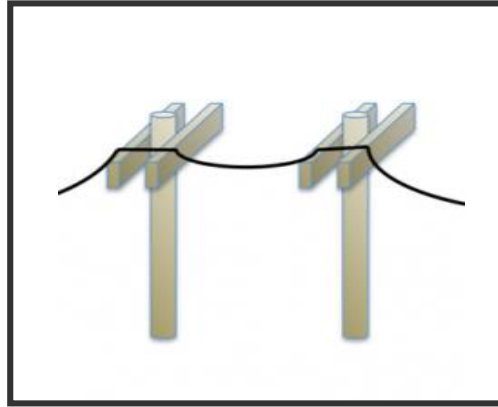


After Deregulation – Separated into 3 parts



Generation

- **Deregulated**



Transmission/ Distribution

- **Regulated by the PUC**



Customer is Billed

- **Regulated or Deregulated based on State Rules**

- Electricity market is now open to competition based on state specific rules.
- Customer now has the ability to choose their electricity supply company.
- Customer may now also select electricity products with varying amounts of renewable energy content.



A Utility and a Supplier for Every Customer

The Utility

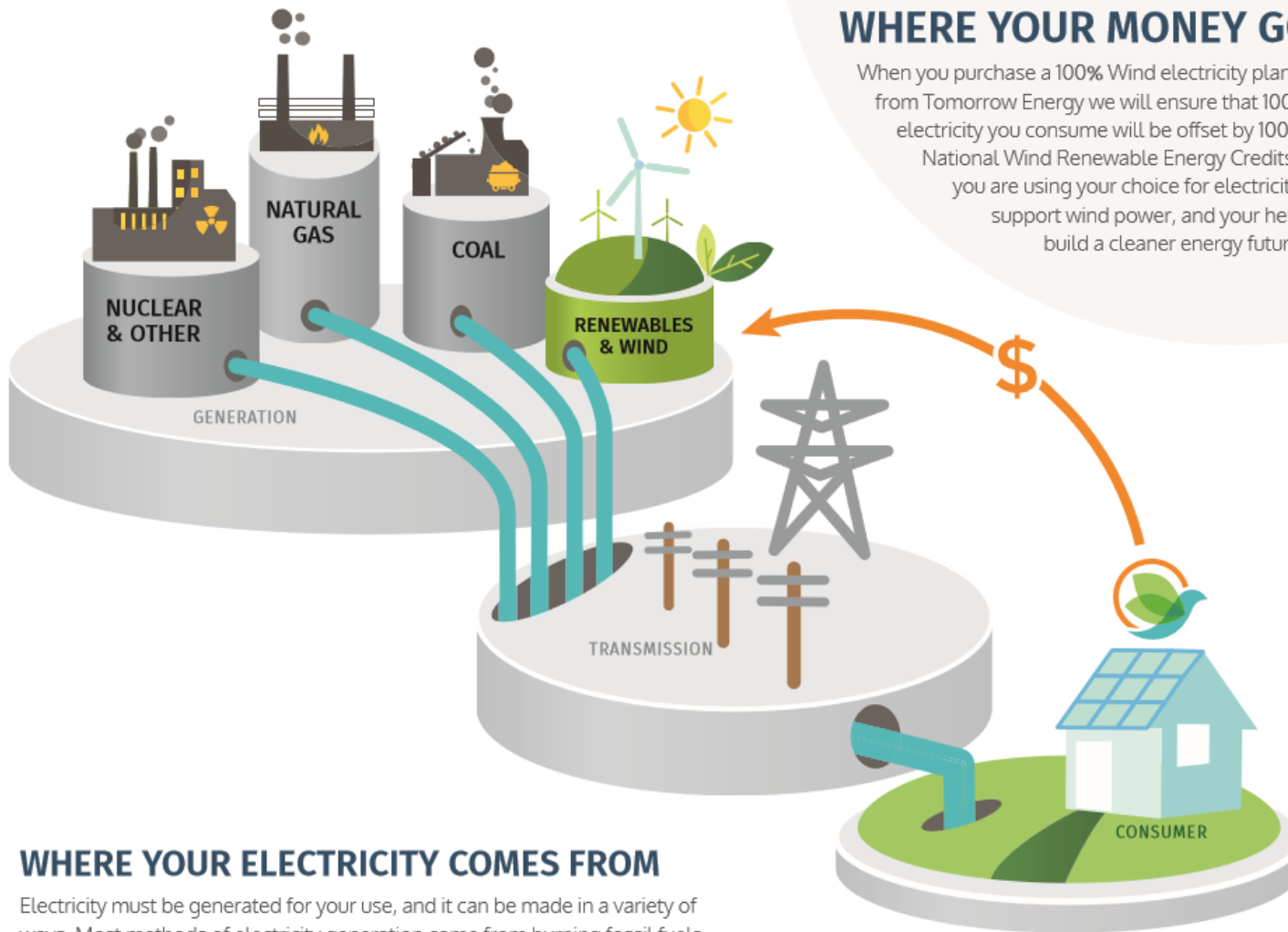
- Also called “Local Distributor Company”
- Owns and maintains poles and wires, reads meters, answers emergency calls
- Uses meter reading to calculate delivery charges
- Pass the charges to the energy supplier to bill the customer

The Supplier

- Customer chooses type of supplier
- Supplier obtains electricity for the customer and provides the power to the grid for the customer
- Suppliers may offer products with differing amounts or types of renewable energy
- Competitive Retailers set their rate independently



The Energy System



WHERE YOUR MONEY GOES

When you purchase a 100% Wind electricity plan from Tomorrow Energy we will ensure that 100% of the electricity you consume will be offset by 100% National Wind Renewable Energy Credits. This way you are using your choice for electricity to support wind power, and your helping to build a cleaner energy future.

WHERE YOUR ELECTRICITY COMES FROM

Electricity must be generated for your use, and it can be made in a variety of ways. Most methods of electricity generation come from burning fossil fuels like coal & natural gas, which can cause pollution. While other sources like Windfarms, Hydroelectric, and Solar cells use non-polluting sustainable renewable sources like the sun, wind and water to make electricity.



Electricity Units of Measure

DEMAND/CAPACITY (magnitude): The amount of electricity required for any instant in time. This is measured in Watts (W) or Kilowatts (KW)

$$\begin{array}{|c|} \hline 1000 \text{ W} \\ \hline \text{(watts)} \\ \hline \end{array} = \begin{array}{|c|} \hline 1 \text{ KW} \\ \hline \text{(Kilowatt)} \\ \hline \end{array}$$

$$\begin{array}{|c|} \hline 1000 \text{ KW} \\ \hline \text{(Kilowatts)} \\ \hline \end{array} = \begin{array}{|c|} \hline 1 \text{ MW} \\ \hline \text{(Megawatt)} \\ \hline \end{array}$$

ENERGY/CONSUMPTION (magnitude & time): The continuous delivery of an amount of electricity over a specific time period. This is measured in Kilowatt-hours (KWh). Electricity is billed based on consumption.

$$\begin{array}{|c|} \hline 1000 \text{ Wh} \\ \hline \text{(Watthours)} \\ \hline \end{array} = \begin{array}{|c|} \hline 1 \text{ kWh} \\ \hline \text{(Kilowatt hours)} \\ \hline \end{array}$$

$$\begin{array}{|c|} \hline 1000 \text{ Wh} \\ \hline \text{(Kilowatts} \\ \hline \text{hours)} \\ \hline \end{array} = \begin{array}{|c|} \hline 1 \text{ MWh} \\ \hline \text{(Megawatt} \\ \hline \text{hours)} \\ \hline \end{array}$$



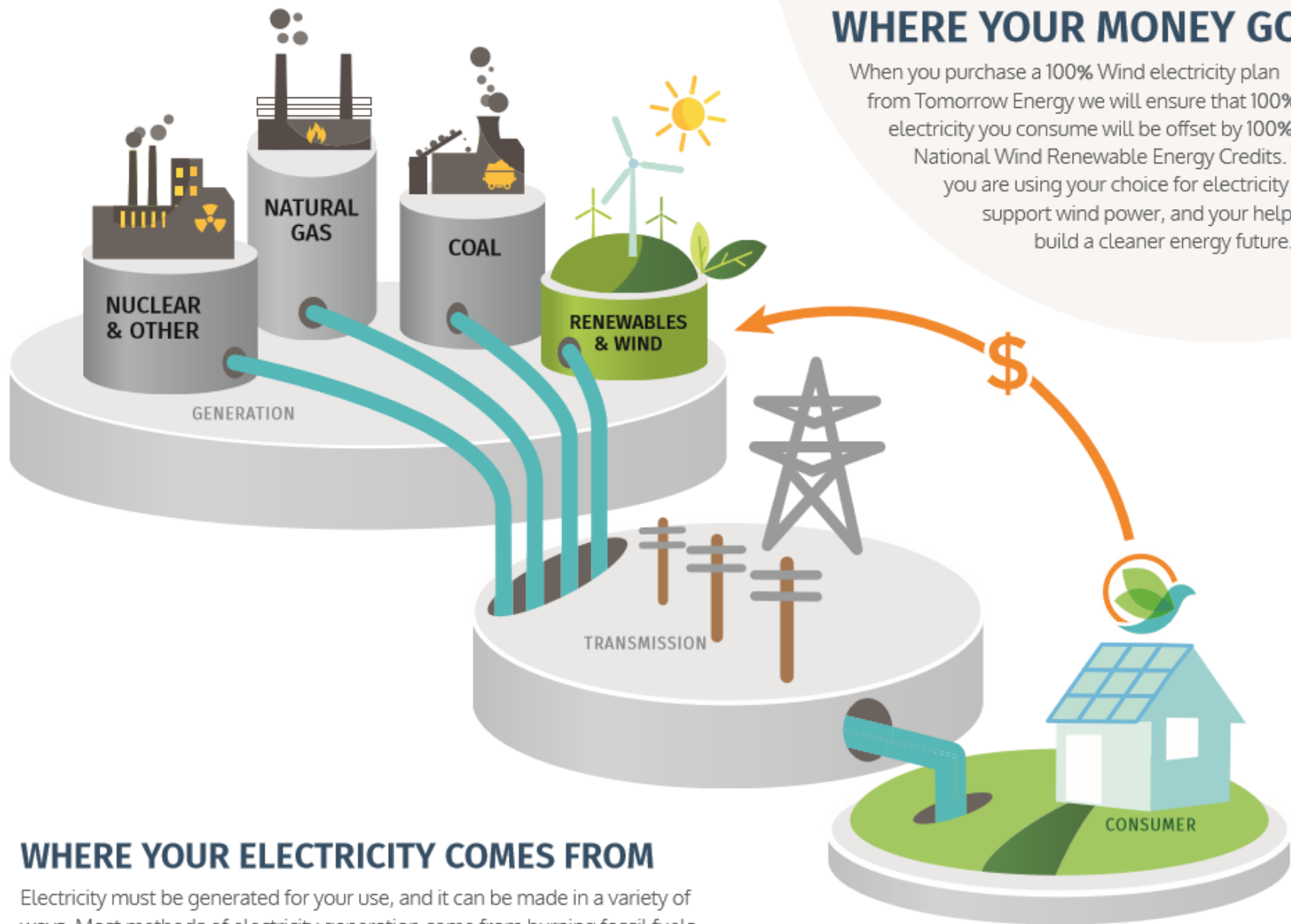
Renewable Energy



Talking Points

- How is Electricity made? Traditional – Vs - Renewable
- What are the problems with Traditional fossil based Energy Generation?
- What are the advantages of Renewable Energy?
- What are other benefits of Renewable Energy Generation?





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Pollution from Traditional Power Generation



Smog & Air Pollution¹

Nitrogen Dioxide, Sulfur Dioxide, Particulate Matter



Particulate Matter²

Air pollution, lung and cardiovascular health



Climate changes³

Carbon Dioxide & other Green House Gases



Mercury Impacts⁴

Air pollution, Water Pollution, Birth Defects



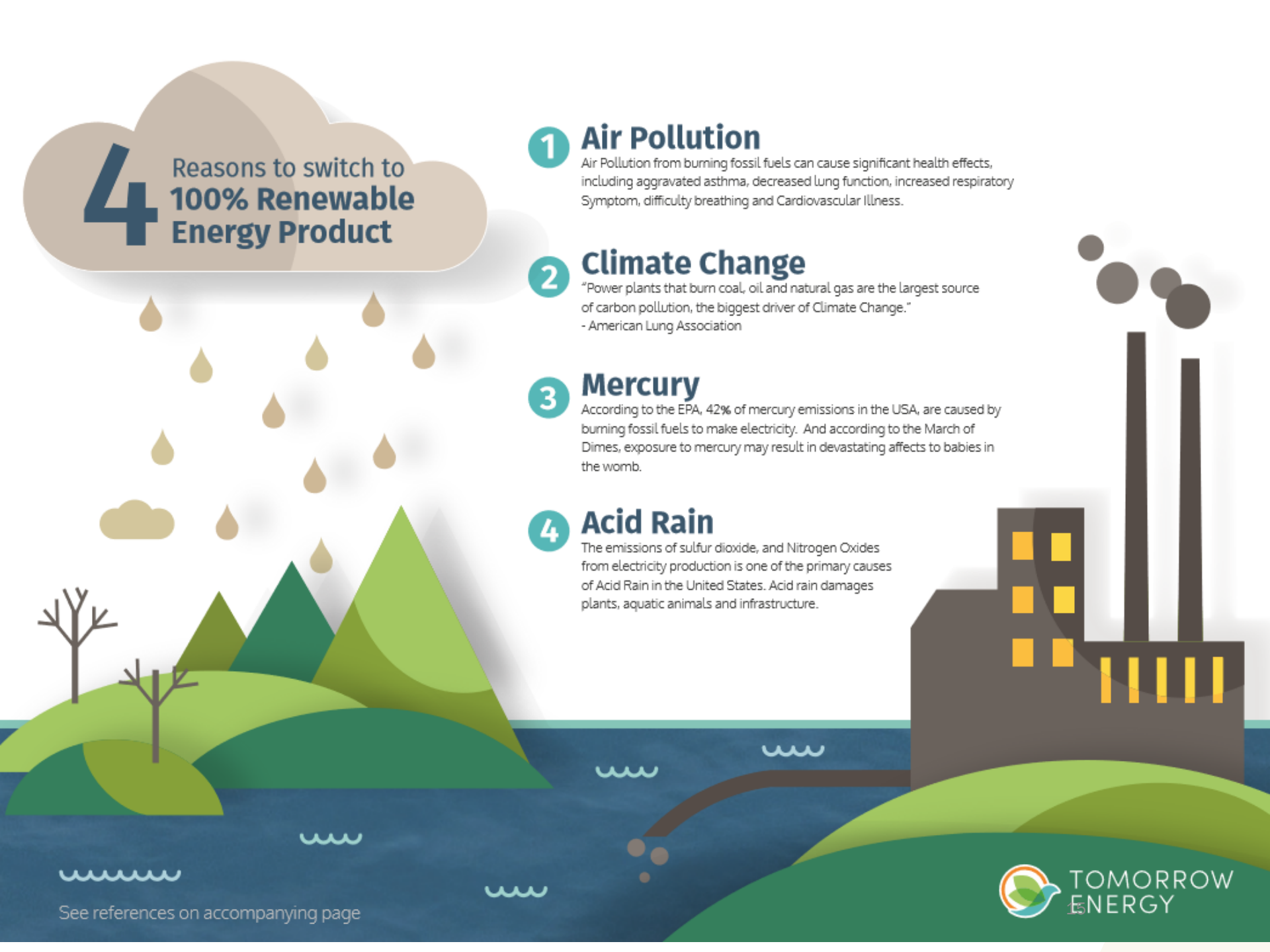
Acid Rain⁵

Sulfur Dioxide, Nitrogen Dioxide, Particulate Matter



100%
RENEWABLE
ENERGY PRODUCT





4 Reasons to switch to 100% Renewable Energy Product

1 Air Pollution

Air Pollution from burning fossil fuels can cause significant health effects, including aggravated asthma, decreased lung function, increased respiratory Symptom, difficulty breathing and Cardiovascular Illness.

2 Climate Change

"Power plants that burn coal, oil and natural gas are the largest source of carbon pollution, the biggest driver of Climate Change."
- American Lung Association

3 Mercury

According to the EPA, 42% of mercury emissions in the USA, are caused by burning fossil fuels to make electricity. And according to the March of Dimes, exposure to mercury may result in devastating affects to babies in the womb.

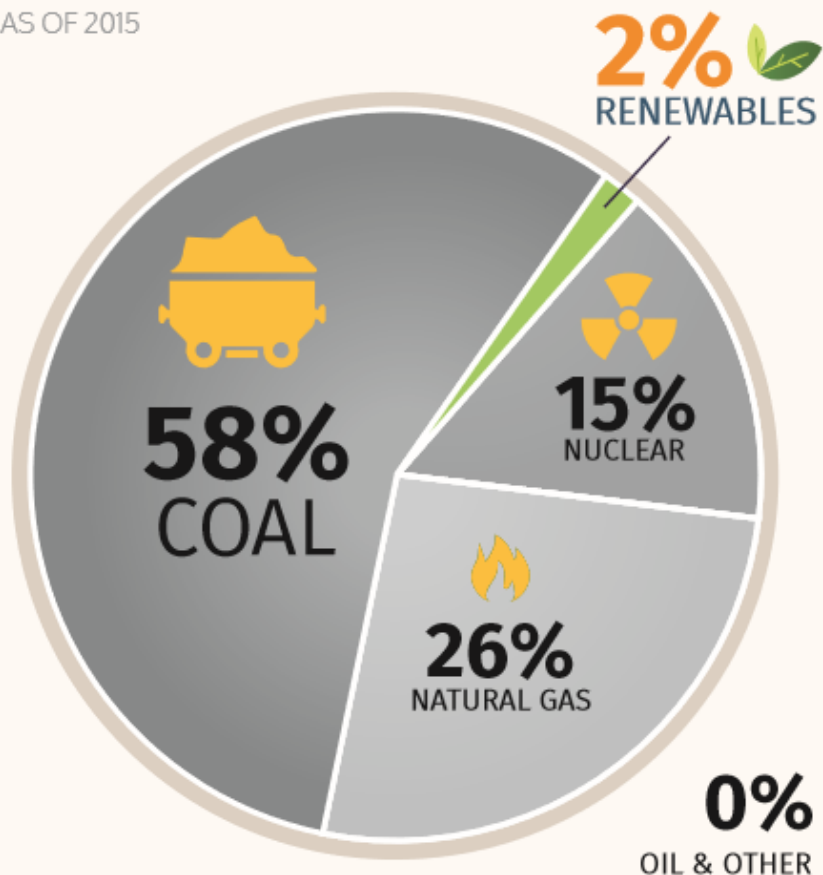
4 Acid Rain

The emissions of sulfur dioxide, and Nitrogen Oxides from electricity production is one of the primary causes of Acid Rain in the United States. Acid rain damages plants, aquatic animals and infrastructure.

IT'S YOUR CHOICE

OHIO ELECTRICITY GENERATION MIX⁶

AS OF 2015



TOMORROW ENERGY PRODUCT



US ENERGY INFORMATION ADMINISTRATION:
BASED ON AVERAGE OHIO HOUSEHOLDS USE

891 KWH PER MONTH⁷



0.2¢

RATE DIFFERENCE

\$1.78



ONE SLICE



0.4¢

RATE DIFFERENCE

\$3.56



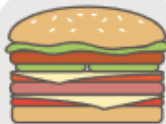
ONE LATTE



0.6¢

RATE DIFFERENCE

\$5.35



ONE BURGER

891 RENEWABLE
ENERGY KWH =
1,462 LBS
CARBON DIOXIDE
AVOIDED⁸

AS MUCH AS
PLANTING
206
NEW TREES
IN ONE YEAR⁸

AS MUCH AS
AVOIDING
19,502
MILES DRIVEN
IN ONE YEAR⁸

AS MUCH AS
RECYCLING
5,538 LBS
OF WASTE
INSTEAD OF LANDFILLING
IN ONE YEAR⁸



TOMORROW
ENERGY

REFERENCES

For full detail of sources please email
retail@tomorrowenergy.com

¹Smog & Air pollution

<https://www.epa.gov/so2-pollution/sulfur-dioxide-basics>

<https://www.epa.gov/nutrientpollution/sources-and-solutions-fossil-fuels>

<http://www.lung.org/our-initiatives/healthy-air/outdoor/what-makes-air-unhealthy/electric-utilities.html>

²Particulate Matter

<https://www.epa.gov/pm-pollution/particulate-matter-pm-basics>

³Climate Change

<https://www.epa.gov/ghgemissions/overview-greenhouse-gases>

⁴Mercury Impacts

<https://www.marchofdimes.org/pregnancy/mercury.aspx>

<https://www.epa.gov/mercury/basic-information-about-mercury>

⁵Acid Rain

<https://www.epa.gov/acidrain/effects-acid-rain>

<https://www.nationalgeographic.com/environment/global-warming/acid-rain/>

⁶U.S. Energy Information Administration Reported October 2017

<https://www.eia.gov/state/?sid=OH#tabs-3>

⁷U.S. Energy Information Administration.

Data from forms EIA-861- schedules 4A-D, EIA-861S and EIA-861U

https://www.eia.gov/electricity/sales_revenue_price/

2016 average monthly Bill Residential

⁸EPA

<https://www.epa.gov/energy/greenhouse-gases-equivalencies-calculator-calculations-and-references>

Tree seedlings planted and grown for 10 years

Summary Questions

- Which type of generation is a better choice for our future and why?
- Identify 3 types of pollution from Traditional electricity generation.
- Why should a customer switch to a Renewable Energy electricity product?



Overview of Northeastern Markets



Tomorrow Energy Markets

- Ohio
- Pennsylvania
- Illinois (inactive)
- New York (inactive)
- New Jersey
- Maryland
- Delaware



Products may differ by Business Segment

Standard Rate Plans

- Standard rate plans are offered to new customers.

Retention Rates

- Retention rates plans maybe offered to customers who are attempting to cancel their service agreement.

Other sales channels

- Different products may be offered through different sales channels.



Sales Channels

Suppliers may acquire customers through a variety of Sales Channels, including:

- Direct Mail Campaigns
- Web Enrollments
- Inbound Telemarketing
- Outbound Telemarketing
- Door to Door Marketing
- Retail Marketing
- Event Marketing

Once enrolled with a supplier or utility electricity product, the Local Utility will continue to deliver the electricity and bill the customer. However, it will be the Retailer's supply that the customer is consuming at the rate agreed to by the customer.



Product Types

Fixed Rate Agreement

- A fixed price is set for the initial term of the agreement, offering the best option for protecting against rising energy costs for a fixed period of time. Utility supply rates are subject to market fluctuations and may change on a monthly basis. Tomorrow Energy offers a stable rate, guaranteed not to increase for the term of the fixed price contract. This fixed rate is especially beneficial during high usages times of the year! This "peace of mind" offer is available through our fixed rate agreement.
- **Tomorrow Energy offers both 12 month and 16 month fixed price products**

Variable Rate Plans

- Variable pricing allows customers to receive a variable monthly rate. This plan is ideal for customers that do not want to commit to a longer term relationship with their supplier. Customers on variable rate plans are not subject to an early termination fee, and therefore, maintain a high level of flexibility and take advantage of changing market conditions.



Sales Process



REMEMBER:

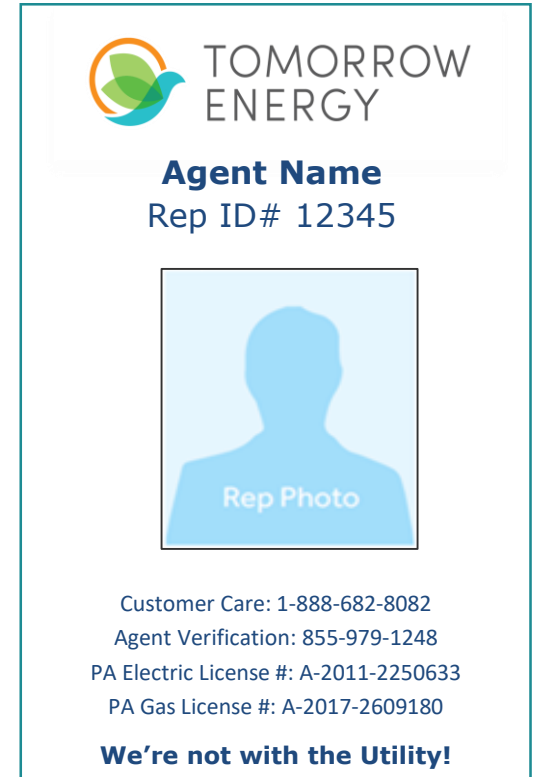
Tomorrow Energy wants you to educate our potential customers so that they WANT to be our customer. Customers should fully understand fees, price, term, and product.

We do NOT want to enroll a customer who does not understand the product we are offering.



Agent Appearance & ID Guidelines

- ✓ Branded Clean Tomorrow Energy Uniform
- ✓ Well groomed professional appearance
- ✓ Khaki Pants, jeans or shorts without any holes or rips.
- ✓ Closed toed walking shoes
- ✓ Official ID Badge Visible At All Times
- ✓ Badges differ by state.



Sales Pitch

- Announce who you are, who you are not and why you're there.
 - “Hello, my name is _____, I represent Tomorrow Energy.”
 - Provide customer with business card.
 - “I *do not* represent your local utility company.”
 - I am in the area talking to you and your neighbors about renewable energy.



Sales Pitch-Continued

- "Could you tell me what type of electricity you are receiving from your electricity supplier? *Traditional Power, or 100% Renewable Power*
- "If you can grab your bill, we can look at it together, and I will explain."
- "How do you feel about renewable energy vs traditional power?"



Customer Terms of Service

Tomorrow Energy Corp

DELAWARE RESIDENTIAL

ELECTRIC SALES AGREEMENT AND TERMS OF SERVICE

- Must give this document to the customer at the door with every enrollment.
- Make sure you have the correct document – Date & Market/ Utility
- Make sure you have all pages for the document.
- Ex: PA Terms of Service is 2 pages front and back. (4 pages one side)
- If you run out of customer Terms of Service you must stop selling to customers.
 - Contact your team leader for more materials.

Nature of Service: These Terms and Conditions, together with the Contract Summary, which is incorporated herein by reference, constitute the agreement ("Agreement") between you ("Customer") and Tomorrow Energy Corp ("Tomorrow Energy"). Each of Customer and Tomorrow Energy may be referred to in this Agreement individually as a "Party" and collectively as the "Parties." Tomorrow Energy agrees to sell, and Customer agrees to buy the quantity of electricity delivered to you, as measured by your electric distribution utility ("Utility"). By enrolling for service with Tomorrow Energy, you agree to be bound by this Agreement. The words "we", "us" and "our" refer to Tomorrow Energy, and the words "you" and "your" refer to Customer.

Qualification: As a condition to Tomorrow Energy's obligations hereunder, Customer must authorize Tomorrow Energy to obtain all required account and historical usage information for Customer's residence from the Utility.

Term; Renewal: Tomorrow Energy shall use reasonable efforts to commence service on Customer's residence meter read date in the start month stated on the Contract Summary. However, Customer acknowledges that the commencement of service hereunder is dependent upon confirmation by the Utility of the completion of all required enrollment processes and if such enrollment processes occur after the meter read date in the start month stated on the Contract Summary, Customer's residence shall be enrolled at the next available meter read date. Service shall continue through the residence meter read date in the end month as stated in the Contract Summary (the "Term") unless sooner terminated as provided herein. Forty-five (45) days prior to the end of the Term, Tomorrow Energy will provide a renewal notice to Customer, which will inform the Customer their fixed rate term is about to expire and Customers should contact Tomorrow Energy for renewal pricing, and, if the Customer does not contact Tomorrow Energy then their contract will roll to a variable month-to-month rate. Customer may cancel any renewal offer by contacting Tomorrow Energy notice within fifteen (15) days after receipt of Tomorrow Energy's renewal notice. If you fail to take action within fifteen (15) days after receipt of Tomorrow Energy's renewal notice, this Agreement shall automatically continue on a variable month-to-month basis (each a "Monthly Renewal") at the market-based costs as set forth in Section 4.

Price: The fixed price per kWh to be paid by Customer for the services provided hereunder during the initial Term of this Agreement (the "Price") shall be \$xx per kWh plus an early termination fee of \$75.00. Any transactional taxes or other governmental or regulatory imposed charges, costs, taxes or surcharges to which Customer may be subject are not included in the Price and shall be invoiced to Customer above the Price. The Price does not include any transmission and delivery charges for services provided by the Utility. The variable rate price per kWh during any Monthly Renewal will be set in the sole discretion of Tomorrow Energy and may include, but not be limited to, the market-based cost for energy as determined by Tomorrow Energy, plus all other taxes, costs, charges, expenses, profit and/or fees which are set forth in the Price section of this Agreement. Customer acknowledges that any costs assessed by the Utility or any third party as a result of the provision of service

hereunder, including but not limited to switching costs, are not included in the Price and shall be the responsibility of Customer.

Billing and Payment: Customer's Utility will continue to issue Customer a monthly bill which will include Tomorrow Energy's supply charges, as well as applicable utility charges, surcharges, state and local taxes, and any other charges incurred in accordance with this Agreement. Customer acknowledges that Customer billing and payment information may be provided to Tomorrow Energy. Bills will continue to be based on actual or estimated meter readings. Customer will make payment directly to the Utility in accordance with the payment terms stated in the Utility's tariffs, unless otherwise provided herein.

Customer may in good faith dispute any portion of an invoice by providing Tomorrow Energy with a written explanation specifying the amount in dispute and the reason for the dispute by the payment due date. Customer shall remit all invoiced and undisputed amounts by the date due. In all cases, the Parties shall use good faith efforts to resolve any dispute. In the event the Parties are unable to resolve the dispute within ten (10) days of the notice date, either Party may begin legal proceedings to resolve the dispute. Any amounts determined owed, together with interest thereon as provided above, shall be paid within three (3) business days of the date on which the dispute is resolved.

If in any month Tomorrow Energy does not receive the information necessary to invoice Customer or uses information obtained from a third party meter reading service, Tomorrow Energy may use either the estimated data or the third party meter usage data to calculate Customer's invoice and, upon receipt of actual data in the case of an estimated read, reconcile the amount billed on future invoices.

Change in Law: If regulatory changes shift costs from the Utility or the independent system operator to Tomorrow Energy or from Tomorrow Energy to the Utility or the independent system operator, then such costs or credits may be passed through to the Customer. If any laws, orders, decisions, regulations or rules are passed, modified, interpreted or implemented by judicial or regulatory order, administrative proceeding or legislative enactment, or there is any change in any rate or rate class as to Customer, which creates additional costs not currently included in the Price or increases in the cost components of the Price, then Tomorrow Energy may pass through such additional costs to be paid by Customer in addition to the Price and in accordance with the payment terms in this Agreement.

Limitation of Liability Disclaimer: EXCEPT WITH RESPECT TO REMEDIES OTHERWISE SPECIFICALLY PROVIDED FOR IN THIS AGREEMENT, LIABILITY IS LIMITED TO DIRECT DAMAGES AS THE SOLE AND EXCLUSIVE REMEDY AND ALL OTHER REMEDIES OR DAMAGES AT LAW OR IN EQUITY ARE EXPRESSLY WAIVED BY CUSTOMER. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR ANY BUSINESS INTERRUPTION DAMAGES. EACH PARTY AGREES THAT IT HAS A DUTY TO MITIGATE DAMAGES AND COVENANTS THAT IT WILL USE COMMERCIAL REASONABLE EFFORTS TO MINIMIZE ANY DAMAGES IT MAY INCUR AS A RESULT OF THE OTHER PARTY'S PERFORMANCE OR NON-PERFORMANCE OF THIS AGREEMENT. TO THE MAXIMUM EXTENT POSSIBLE UNDER LAW, ARTICLE 2 OF THE

Contract Summary



Delaware Competitive Retail Service Provider Contract Summary

By entering into this Agreement, you are agreeing to purchase your electricity supply from Tomorrow Energy.

- Must give this document to the customer at the door with every enrollment.
- Make sure you have the correct document – Date & Market/ Utility
- Make sure you have all of the pages for the document.
- PA Contract Summary is 2 pages front and back. (4 pages one side)
- If you run out of customer contract summaries you have to stop selling to customers.
 - Contact your team leader for more materials.

Competitive Retail Electric Service (CRES) Provider Information	<p>Tomorrow Energy 3151 Briarpark Dr. Suite 100 Houston, TX 77042 Customer Service toll free number: (888) 682-8082 Operating Hours: M – F 8:00 a.m. to 5:00 p.m. EST. www.TomorrowEnergy.com DE License No. 123456. Tomorrow Energy is responsible for your supply charges. You can reach us at the preceding address or telephone number regarding any contract disputes. Such disputes will be addressed in accordance with 26 Del. Admin. Code § 3002-3.2.2.</p>
Customer Information	<<Customer Name>>
Customer's Residence (Service Address)	<<Customer Service Address>>
Service Charge	None
Product/Price Structure	The Fixed product includes the price for electric generation and transmission charges. It does not include distribution charges or any applicable state or local sales taxes (if any).
Generation/Supply Price	«PRICE» per kWh - «TERM» «CONTRACT_TERM»
Contract Start Date	Your service start date with Tomorrow Energy will be in approximately 1 to 2 billing cycles and is contingent upon the utility's acceptance of your enrollment. Your EDC will determine your exact start date. Tomorrow Energy is not liable for, nor is it able to commit to a specific date for the commencement of service with Tomorrow Energy.
Contract Term/Length	«TERM» «CONTRACT_TERM» after the CRES processes enrollment.
Right to Rescind/Cancel	<p>You have the right to rescind this Agreement before midnight of the third (3rd) business day after the start of the Rescission Period. The Rescission Period begins on one of the following dates, as applicable:</p> <ul style="list-style-type: none"> (i) when Customer signs this Agreement; (ii) when Customer transmits electronic acceptance of this Agreement; (iii) when Customer receives this Agreement, if received by mail.
Early Termination Fees	<p>Early Termination Fee: You will incur an early termination fee of «TERMINATION_FEE» if you terminate this Agreement early for any reason other than those outlined below. You will not incur an early termination fee if you terminate this Agreement because you changed your residence and are no longer eligible for service under your Utility's residential electric rate classes</p>
Renewal Terms	You will receive one renewal notice at least forty-five (45) days prior to the end of the initial term and each subsequent renewal term. This renewal notice will explain your renewal offer for a fixed price and term. You may cancel the renewal offer by contacting us within fifteen (15) days of receipt of the renewal offer. If you do not reply, we will continue to serve you at the renewal fixed price for the renewal term.
Electric Distribution Company (EDC) Information	<p>Your EDC will continue to bill, deliver electricity and respond to any service calls and emergencies for your account. In the event of a power outage or an emergency, please contact your local EDC using the contact information below:</p> <p>«UTILITY_LONG_NAME»: «UTILITY_PHONE» «UTILITY_WEBSITE»</p>

Rebuttals to Common Objections

Customer says ... I am happy with my current supplier

You say ... That's great to hear. What part of their service is the most important to you?

At Tomorrow Energy we offer you the same reliability because the utility is the one that ensures that the power stays on. And Tomorrow Energy can offer you a 100% renewable energy product.

Customer says ... "I'm busy" ... "I don't have time to talk" ... "can you come back later?"

You say ... I appreciate you taking the time to speak with me and I'll make this quick...are you currently ordering 100% clean energy from your electricity supplier?

Customer says ... I'm not interested...I don't understand...

You say ... I hear what your saying but you live in a deregulated state which means you now have the option to choose the supplier of your electricity.

Customer says ... I don't want to change anything...

You say ... I see your concern and the great thing about this program is your current utility company does not change and your electricity will continue to flow as always however...you are now able to choose the supplier of your electricity and the rate plan that works best for you?



Objections / Acknowledgements

- I know what you mean...
- I completely understand...
- I hear what you're saying...
- I can help you with that...
- That makes perfect sense....

What other acknowledgement phrases can you think of...?



How to handle General Objections

Often times customers are interested in buying, but they want to know that you are listening to their concerns.

Use the Feel, Felt, Found Technique. The concept for this technique is to make sure the customer knows that you have heard their concern, and understand how they feel, before you provide a rebuttal.

- I understand how you Feel... (restate the customer's concern)
- I have found many customers who have Felt the same way.
- What I have Found is that(bridge the concern to the appropriate value proposition)



Enrollment Process

Paper or Tablet

- Tomorrow Energy currently supports both Paper Enrollments and Tablet enrollments.
- Make sure you have the proper materials and proper updates to sell in your specific market and utility.
- Wet Signature States “These states require a customer signature on paper or electronically, and a TPV”
 - Maryland
 - Ohio
 - Delaware
- TPV States “Tomorrow energy requires a tablet enrollment. If tablet systems go off line, an agent may use TPV only until systems are restored.”
 - PA
 - NJ



Paper Enrollment Form

Enrollment form must be complete, and include customer's signature.

Customer Enrollment ID, Varies by utility –see table on next 2 slides



OH 12-0552-EL-CRS (E)

Today's Date: 02/20/2019

TOMORROW ENERGY OHIO RESIDENTIAL SALES AGREEMENT

The purpose of this document is to authorize a change in the Customer's Competitive Retail Electric Supplier.

Product Name: Fresh Air 12 Month Program Product Type: Fixed [X] Variable [] Term: 12 Rate: 7.32/KWh

Utilities: Duke Energy Electric Customer Utility Account #:

Customer Name on Utility Account: First Last

Name of Authorized Person if Different than Account Holder: authfirst authlast

Relationship to account holder: _____ Authorized User Sign Here: _____

Service address:

Street Address: City: State: ZIP:

Mailing address (if different than Service Address):

Street Address: 123 Billing Rd, City: Madesano State: OH ZIP: 43048

Phone Number: 5555555555

Email address: email@email.com Confirmation #: _____

Please provide an email address to enable us to send notices about your account. Tomorrow Energy does not sell, provide or share customer email information with third parties.

Signature here: [Signature]

I have received a copy of my Ohio Customer Service Agreement and Terms of Service regarding my Duke Energy Electric enrollment for Tomorrow Energy's Fresh Air 12 Month program.

Signature here: [Signature]

I authorize Tomorrow Energy to contact me via phone regarding any future product offerings. I understand that I may revoke this consent at any time.

By signing below, I authorize Tomorrow Energy to become my electric supplier and transfer my service from my current supplier to Tomorrow Energy. I hereby attest that I am at least eighteen (18) years of age, I am authorized to make discussions on the electric account, and I have read and accept the Sales Agreement and Terms of Service that accompany this enrollment. You the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. See attached notice of cancellation form for an explanation of this right.

Print Customer Name: First Last Date: 02/20/2019

Print Authorized Person's Name: authfirst authlast Date: 02/20/2019

Customer or Authorized Person's Signature: [Signature] Date: 02/20/2019

*Signature must match the name on the utility account or the name of the authorized party if different than account holder.

The price quoted is only for the specified commodity provided by the supplier; the price does not include any tax, utility distribution charges, or other utility fees or charges; and the supplier's price is not regulated by the commission. If you have any questions, please contact Tomorrow Energy at 1-888-682-8082 or via email at WeCare@tomorrowenergy.com. Representatives are available Monday through Friday, 9:00 AM to 6:00 PM EST. www.tomorrowenergy.com

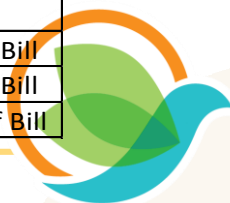
Tomorrow Energy Office Use Only:

AGENTID _____ VENDORID _____ TPNNumber _____ PROMOCODE _____



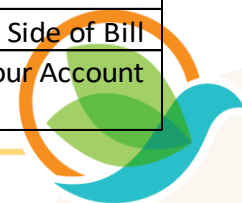
Enrollment ID by Market and Commodity

State	Commodity	LDC Name	Which Number is Needed for Enrollment
IL	Electric	Common Wealth Edison (ComEd)	10 Digit Account Number on Page 1 Top Right Side of Bill
MD	Electric	Pepco - MD	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill
MD	Electric	Baltimore Electric (BGE)	10 Digit Electric Choice Id on Page 1 under "Electric Supply" Section of Bill
MD	Gas	Baltimore Gas (BGE)	10 Digit Gas Choice Id on Page 1 under "Gas Supply" Section of Bill
MD	Electric	Delmarva Power	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill
MD	Electric	FE Potomac Edison MD	20 Digit Customer Number on Page 1 under "Charges From Potomac Edison" Section of Bill
MD	Electric	Southern Maryland Electric Cooperative (SMECO)	10 Digit Account Number on Page 1 under "Service Information" Section of Bill
NJ	Electric	Atlantic City Electric (ACE)	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill
NJ	Electric	Jersey Central Power & Light (JCP&L)	20 Digit Customer Number on Page 1 under "Shopping Information" Section of Bill
NJ	Electric	Public Service Electric (PSEG)	POD ID PE Followed by 18 Digits on Page 3 on "Charges" Line of Bill
NJ	Electric	Public Service Gas (PSEG)	POD ID PG Followed by 18 Digits on Page 3 on "Charges" Line of Bill
NY	Electric	ConEdison Electric (ConEd)	15 Digit Account Number on Page 1 Left Side of Bill
NY	Electric	Orange and Rockland (ORU)	10 Digit Account Number on Page 1 Under Billing Summary Section of Bill
OH	Electric	Duke Energy Electric	10 Digit Account Number on Page 1 Top Left Side of Bill
OH	Gas	Duke Energy Gas	10 Digit Account Number on Page 1 Top Left Side of Bill
PA	Electric	Duquesne	10 Digit Electric Supplier Agreement ID on Page 3 in "Shopping Information Box" Section of Bill
PA	Electric	PECO Electric	10 Digit Account Number on Page 1 Top Left Side of Bill
PA	Gas	PECO Gas	10 Digit Account Number on Page 1 Top Left Side of Bill
PA	Electric	PPL Electric	10 Digit Account Number on Page 1 Top Right Side of Bill



Enrollment ID by Market and Commodity

State	Commodity	LDC Name	Which Number is Needed for Enrollment
PA	Electric	Metropolitan-Edison Co. (MetEd)	20 Digit Customer Number on Page 1 under "Shopping Information" Section of Bill
PA	Electric	FE Penelec	20 Digit Customer Number on Page 1 under "Shopping Information" Section of Bill
PA	Electric	FE Penn Power	20 Digit Customer Number on Page 1 under "Charges From Penn Power" Section of Bill
PA	Electric	FE West Penn Power	20 Digit Customer Number on Page 1 under "Shopping Information" Section of Bill
PA	Gas	Peoples Gas Company	12 Digit Account Number on Page 1 Top Left Side of Bill
PA	Gas	Peoples and Peoples - Equitable Gas Company	12 Digit Account Number on Page 1 Top Left Side of Bill
PA	Gas	National Fuel Gas Distribution Company	
PA	Gas	UGI Central Penn	12 Digit Account Number on Page 1 Top Right Side of Bill
PA	Gas	UGI Penn Natural	12 Digit Account Number on Page 1 Top Right Side of Bill
PA	Gas	UGI Utilities	12 Digit Account Number on Page 1 Top Right Side of Bill
PA	Gas	Columbia Gas Pennsylvania	15 Digit Account Number on Page 2 under "Shopping Information" Section of Bill
NJ	Gas	Elizabethtown Gas	10 Digit Account Number on Page 1 Top Left Side of Bill
NJ	Gas	New Jersey Natural Gas	12 Digit Account Number on Page 1 Top Left Side of Bill
NJ	Gas	South Jersey Gas	10 Digit Account Number on Page 1 Top Right Side of Bill
MD	Gas	Washington Gas	12 Digit Account Number on Page 1 Top Right Side of Bill
NJ	Electric	Rockland Electric	10 Digit Account Number on Page 1 under "Billing Summary" Section of Bill
DC	Electric	Pepco - DC	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill
OH	Gas	Columbia Gas Ohio	15 Digit Account Number on Page 1 Top Right Side of Bill
OH	Gas	Vectren Source	19 Digit Account Number on Page 1 under "Your Account Information" Section of Bill

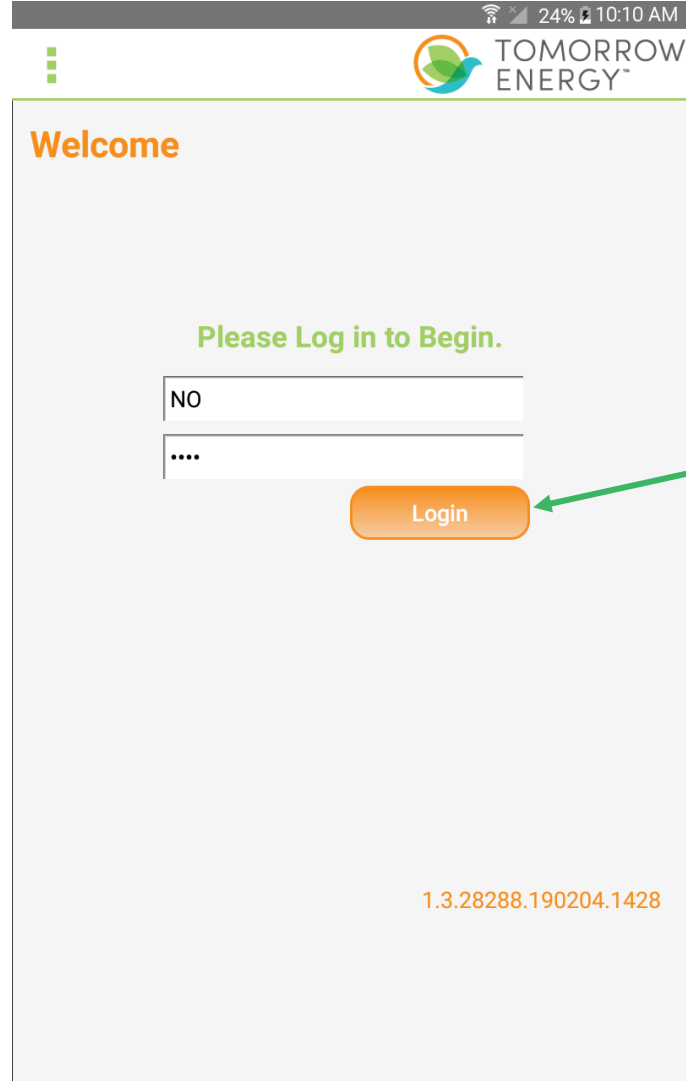


Enrollment ID by Market and Commodity

State	Commodity	LDC Name	Which Number is Needed for Enrollment
DC	Electric	Pepco - DC	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill
DE	Electric	Delmarva Power (DE)	22 Digit Service Number on Page 2 under "Details of your Electric Charges" Section of Bill



Tablet Screenshots



The screenshot shows a tablet interface for Tomorrow Energy. At the top, there is a status bar with a Wi-Fi icon, a signal strength icon, 24% battery, and the time 10:10 AM. Below the status bar is a header with a green menu icon (three vertical bars) on the left and the Tomorrow Energy logo (a stylized green and blue leaf) and the text "TOMORROW ENERGY™" on the right. The main content area has a light gray background. It starts with the word "Welcome" in orange. Below that is the text "Please Log in to Begin." in green. There are two input fields: the first contains "NO" and the second contains four dots "....". Below these fields is an orange rounded button labeled "Login". At the bottom right of the screen, the IP address "1.3.28288.190204.1428" is displayed in orange.

Welcome

Please Log in to Begin.

NO

....

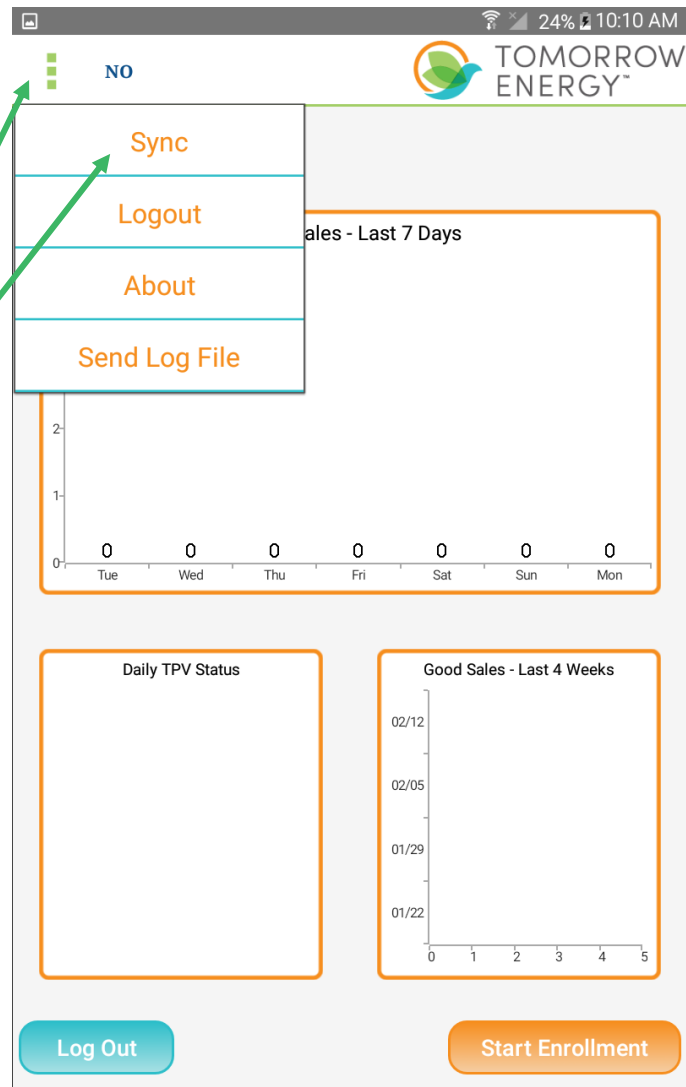
Login

1.3.28288.190204.1428

Login using your assigned Rep ID and password.



Clicking the 3 squares at the top will give you these options. Please choose Sync at the end of the day to submit your enrollment. You must be connected to a Wi-Fi.






Click here to begin the enrollment process.



NO

TOMORROW
ENERGY™

Service Address Zip Code

Please Copy Exactly as on Customer's Utility Bill.

Service Zip Code

43202

Start Over

Next



NO

TOMORROW ENERGY™

Please Choose an Enrollment Type

Green Dual Fuel


Green Electricity Only

Green Natural Gas Only


Start Over Back

Choose the type of enrollment. If the customer is signing up for electric and gas, select Dual Fuel.





NO

TOMORROW
ENERGY™

Customer Utility

Please Select Electric Utility

DUKE - Duke Energy (Electric) ▼

Please Select Gas Utility

DUKE - Duke Gas (Natural Gas) ▼


Start Over

Back


Next




NO

TOMORROW
ENERGY™


Please Choose a Plan

Electricity



**For Your Electric
Res Fixed 12 Mo.**
Term Length:12 months.
6.99¢/kWh
Early Cancellation Fee: \$75
PLAN ID 503

Res Fixed 12 Mo.

Electricity

**For Your Electric
Res Fixed 12 Mo.**
Term Length:12 months.
7.32¢/kWh
Early Cancellation Fee: \$75
PLAN ID 198

Res Fixed 12 Mo.


Start Over

Back


Next




NO

TOMORROW
ENERGY™

Please Choose a Plan

Natural Gas



For Your Gas
Res Fixed 12 Mo.
Term Length: 12 months.
57.3¢/therm
Early Cancellation Fee: \$75
PLAN ID 400

Res Fixed 12 Mo.


Start Over

Back

Next



NO

TOMORROW
ENERGY™

Please Enter Customer's Name

First Name	<input type="text" value="John"/>
Middle Name (opt)	<input type="text" value="D"/>
Last Name	<input type="text" value="Smith"/>


Start Over

Back

Next



NO

 TOMORROW ENERGY™

Is this the person completing TPV?

☐ Yes ☒ No

Who is the authorized person agreeing to the switch? (Authorized person must be over the age of 18, and either the account holder or account holder's spouse)

First Name


Last Name

The TPV can be completed by someone other than the account holder. Select "No" if this is the case.



24%10:13 AM

NO

TOMORROW
ENERGY™

Is this the person completing TPV?

☒ Yes ☐ No


Start Over

Back

Next



NO

TOMORROW
ENERGY™

Enter Electric Service Information

Enter 10 Digit Account Number

.....

Confirm 10 Digit Account Number

5555555555

Service Address For This Meter

390 Rabro Drive

▼ Address 2

Columbus

OH ▼ 43202

☒ This is the Billing Address

Prev

Remove Meter

Next


Start Over

Back

Next



NO

TOMORROW
ENERGY™

Enter Gas Service Information

Enter 10 Digit Account Number

.....

Confirm 10 Digit Account Number

4444444444

Service Address For This Meter

390 Rabro Drive

▼

Address 2

Columbus

OH

▼

43202

☒ This is the Billing Address

Prev

Remove Meter

Next


Start Over

Back

Next



NO

TOMORROW
ENERGY™

Billing Address

Please Complete the Proper Fields.

390 Rabro Drive

▼

Address 2

Columbus

OH

▼

43202

Start Over

Back

Next



NO

TOMORROW ENERGY™

Please Enter the Best Contact Phone Number

860 810 2328

☒ WIRELESS ☐ LANDLINE

Will this same number be used for today's TPV call?

☐ YES ☒ NO


Number for TPV Call

Start Over Back Next

Select "No" if the customer would like to use a different phone number to complete the TPV.



NO

TOMORROW
ENERGY™

Please Enter the Best Contact Phone Number

860	810	2328
-----	-----	------

☒ WIRELESS ☐ LANDLINE

Will this same number be used for today's TPV call?

☒ YES ☐ NO


Start Over

Back

Next



NO

TOMORROW
ENERGY™

Please Enter an E-Mail Address for the Customer

E-Mail


Start Over

Back





Next



NO

 TOMORROW ENERGY™

You May Take a Photo of the Utility Bill(s) to Help with the Enrollment Process

	5555555555	
	4444444444	

[Start Over](#) [Back](#) [Next](#)

Optionally, the agent can take pictures of the customer utility bills.



Press "Retry" to
retake the picture

RETRY

OK

Press "Ok" if you are
satisfied with the
picture taken.

PSEG LONG ISLAND
Electricity, Gas, and Water

Customer ID: 1111-2222-33-4 | Account #: 1234567890

METER #: 12456789

Usage	Reading
Actual reading on 07/02/2016	47955
Actual reading on 05/05/2016	45913
Electricity Used in 58 day(s)	2042 kWh

Amount Due \$145.00
Please Pay By Jul 28, 2016

DETAILS OF CURRENT ENERGY CHARGES
RATE 180 - Residential, General Use

Category	Amount
40% Delivery & System Charges \$210.77 <small>The cost to deliver electricity includes operation and maintenance of the electric system, costs on-island generation and certain transition charges of \$0.011943/kWh on behalf of the Utility Debt Securitization Authority.</small>	\$210.77
Basic Service: 50 kWh X \$ 3600 =	\$ 20.88
First 425 kWh X \$ 0904 =	\$ 43.66
Next 1559 kWh X \$ 0939 =	\$146.23
45% Power Supply Charges \$193.12 <small>The cost of electricity includes the purchase of fuel (e.g. oil and gas) used to produce electricity and electricity purchased directly.</small>	\$193.12
2042 kWh X \$ 094572 =	\$ 193.12
1% Taxes & Other Charges \$ 35.37	\$ 35.37
Efficiency & Renewables Charge	
2042 kWh X \$ 003201 =	\$ 6.54
NY State Assessment	\$ 4.19
Revenue-Based PILOTS	\$ 5.46
Suffolk Property Tax Adjustment	\$ 8.47
Sales Tax @ 2.5 %	\$ 10.71
1% Total Charges	\$ 439.26
You are on the Balanced Billing Plan Your current monthly payment amount is	\$145.00

BALANCED BILLING STATUS
SETTLEMENT MONTH - DECEMBER
Balanced Billing amount billed to date \$1,885.00
Cost of your usage to date \$1,882.58
Difference after this bill is paid -\$2.42

BILL DEFINITIONS
kWh - Electrical energy consumed if 1,000 watts are used for one hour.
Meter Multiplier - Converts recorded use to total use on meters that are designed to only record partial use.
Efficiency & Renewables Charge - Provides the cost of PSEG Long Island's energy efficiency and renewables programs for our customers.
Revenue-Based PILOTS (Payments in Lieu of Taxes) - State and local taxes on utility revenues. This does not include property taxes assessed on the electric system, which makes up 15% of your bill.
Revenue Decoupling Adjustment Effective 3/1/16 - Charge or credit applied to balance actual delivery revenue with the approved revenues level. Encourages energy efficiency by breaking utility dependency on sales revenue.
NY State Assessment - Imposed on all utilities and collected on behalf of the State.
Suffolk Property Tax Adjustment - The amount collected from Suffolk County customers representing the overpayment of property taxes to the Shorenham taxing jurisdictions from a court-ordered legal settlement dated January 11, 2000.
Sales Tax - State and/or local sales taxes.

2 of 2 CUSTOMER ID: 1111-2222-33-4 BILL DATE 07/03/2016

Your Bill. How you pay is Your Choice.

Online or Phone	DirectPay	Credit Card	In Person	By Mail
Make a payment anytime with a checking or savings account with My Account automated telephone service. pseglinny.com 1-800-490-0025	Automatic payments from your bank. Skip check and stamps. Never worry about due dates. www.pseglinny.com	Pay your bill with a credit card online or by phone (Western Union fee applies). www.pseglinny.com 1-800-490-0025	Payments are accepted at any customer service center or authorized locations. Locations at www.pseglinny.com	Payments to: PSEG Long Island PO Box 9050 Hicksville NY 11902-09 Send correspondence to: PSEG Long Island PO Box 9053 Melville, NY 11747-0053

GO PAPERLESS! To sign up visit www.pseglinny.com



RETRY

OK

PSEG LONG ISLAND
PSEG Long Island, Inc.

Customer ID: 1111-2222-33-4 | Account #: 1234567890

METER #: 12456789

Usage	Reading
Actual reading on 07/02/2016	47955
Actual reading on 06/06/2016	45913
Electricity Used in 36 days(s)	2042 kWh

Amount Due	\$145.00
Please Pay By	Jul 28, 2016

DETAILS OF CURRENT ENERGY CHARGES
RATE: L80 - Residential, General Use

68% Delivery & System Charges	\$210.77
The cost to deliver electricity includes operation and maintenance of the electric system, certain on-island generation and certain transition charges of \$0.111843/kWh on behalf of the Utility Debt Securitization Authority.	
Basic Service: 50 days(s)	X \$ 3.600 = \$ 20.88
First 483 kWh	X \$ 0.004 = \$ 43.65
Next 1200 kWh	X \$ 0.008 = \$ 146.23
44% Power Supply Charges	\$193.12
The cost of electricity includes the purchase of fuel (e.g. oil and gas) used to produce electricity and electricity purchased directly.	
2042 kWh X \$ 0.094572 =	\$ 193.12
8% Taxes & Other Charges	\$ 35.37
Efficiency & Renewables Charge	
2042 kWh X \$ 0.003201 =	\$ 6.54
NY State Assessment	\$ 4.19
Revenue-Based PILOTS	\$ 5.46
Suffolk Property Tax Adjustment	\$ 6.47
Sales Tax @ 2.5 %	\$ 10.71
100% Total Charges	\$ 439.26

You are on the Balanced Billing Plan
Your current monthly payment amount is

\$145.00

BALANCED BILLING STATUS
SETTLEMENT MONTH- DECEMBER

Balanced Billing amount billed to date	\$1,885.00
Cost of your usage to date	\$1,892.58
Difference after this bill is paid	-\$2.42

BILL DEFINITIONS

kWh - Electrical energy consumed if 1,000 watts are used for one hour.
Meter Multiplier - Converts recorded use to total use on meters that are designed to only record partial use.

Efficiency & Renewables Charge - Provides the cost of PSEG Long Island's energy efficiency and renewables programs for our customers.

Revenue-Based PILOTS (Payments in Lieu of Taxes) - State and local taxes on utility revenues. This does not include property taxes assessed on the electric system, which makes up 15% of your bill.

Revenue Discounting Adjustment Effective 3/1/16 - Charge or credit applied to balance actual delivery revenue with the approved revenue level. Encourages energy efficiency by breaking utility dependency on sales revenue.

NY State Assessment - Imposed on all utilities and collected on behalf of the State.

Suffolk Property Tax Adjustment - The amount collected from Suffolk County customers representing the arrangement of property taxes to the Sherraton having jurisdictions from a court-ordered legal settlement dated January 11, 2000.

Sales Tax - State and/or local sales taxes.

PAGE 2 of 2

CUSTOMER ID: 1111-2222-33-4

BILL DATE 07/02/2016

It's Your Bill. How you pay is Your Choice.

Online or Phone

Make a payment anytime from a checking or savings account with My Account or our automated telephone services.

www.psegliny.com
1-800-490-0025

DirectPay

Automatic payments from your bank. Skip check and stamps. Never worry about due dates.

www.psegliny.com

Credit Card

Pay your bill with a credit card online or by phone (Western Union fee applies).

www.psegliny.com
1-800-490-0025

In Person

Payments are accepted at any customer service center or authorized locations.

Locations at
www.psegliny.com

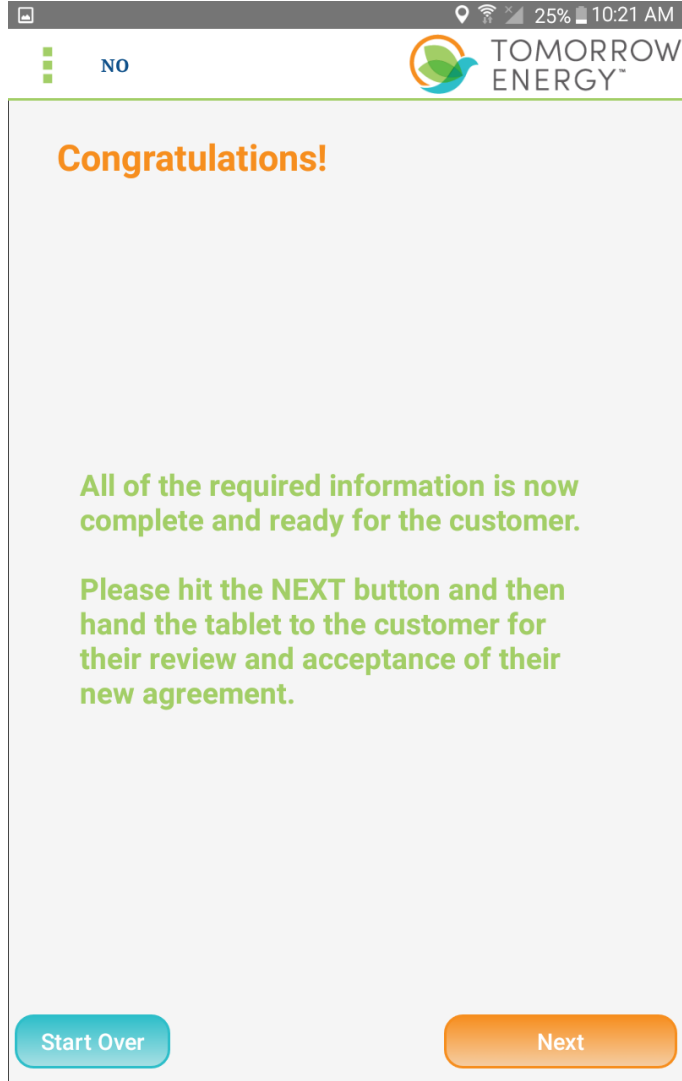
By Mail

Payments to:
PSEG Long Island
PO Box 9050
Hicksville, NY 11802-0958


Send correspondence to:
PSEG Long Island
PO Box 9053
Hicksville, NY 11747-0053

GO PAPERLESS! To sign up visit www.psegliny.com





NO

TOMORROW
ENERGY™

Thank You for choosing Tomorrow Energy!

Please review the information below for accuracy.

Customer Name

First Name John

Middle Name D

Last Name Smith

Edit

Contact Information

Telephone 8608102328

TPV Telephone 8608102328

E-Mail Address test@tlpsoftware.com

Edit

Plan Information

Electric Plan

Plan Name Res Fixed 12 Mo.

Cancellation Fee 75

Rate 6.99¢/kWh

Term 12 months.

Price Code 503

Gas Plan

Plan Name Res Fixed 12 Mo.

Cancellation Fee 75

Edit


Start Over


Next



Scroll to the bottom of the contract document for the signature option to appear.

NO

TOMORROW ENERGY™

TOMORROW ENERGY™

OH 12-0552-EL-CRS (E)

Today's Date: 02/19/2019

OHIO RESIDENTIAL SALES
The purpose of this document is to authorize a change in the Customer

Product Name: Res Fixed 12 Month Program Product Type: **Fixed [X] Variable []** Term:
Utilities: Duke Energy Electric Customer Utility Account #: 9666666666
Customer Name on Utility Account: John Smith
Name of Authorized Person if Different than Account Holder: John Smith
Relationship to account holder: Authorized User Sign Here:
Service address:
Street Address: 390 Rabro Drive City: Amlin State: OH ZIP: 43002
Mailing address (if different than Service Address):
Street Address: 390 Rabro Drive City: Amlin State: OH ZIP: 43002
Phone Number: (860) 810-2328
Email address: test@tlpsoftware.com Confirmation #: _____
Please provide an email address to enable us to send notices about your account. Specify email information with third parties.

☐ **I agree I have read the Terms of Service and I have authorization to have my utility service switched to Tomorrow Energy**
Please Sign Below to Submit Verification.


Clear Signature

Start OverNext



34% 4:04 PM

NO

TOMORROW
ENERGY™

Sperian Energy Corp
Internet Address: www.sperianenergy.com
3010 Briarpark Drive, Suite 200 Houston, Texas 77042
Customer Service (888) 682-8082 Fax (800) 256-6181
Operating Hours: Monday - Friday 9:00 AM - 7:00 PM EST

Public Utility Co
180 East Broad :
(800) 686-7826
8 a.m. - 5 p.m. E

Distribution Company: In the event of a power outage or gas leak, please contact your I

Duke Energy
P.O. Box 1326 Charlotte, NC 2820

Electric Outage Service Line
(800) 543-5599

The Illuminating Company
P.O. Box 1326 Charlotte, NC 2820

Electric Outage Service Line
(800) 544-4877

Ohio Edison
P.O. Box 1326 Charlotte, NC 2820

Electric Outage Service Line
(800) 544-4877


Toledo Edison
P.O. Box 1326 Charlotte, NC 2820

Electric Outage Service Line
(800) 544-4877

☒

I agree I have read the Terms of Service and I have authorization to have my utility service switched to Tomorrow Energy

Please Sign Below to Submit Verification.



Clear Signature

Start Over


Next


You must agree to the terms of service or you will be unable to proceed.



Scroll to the bottom of the contract document for the signature option to appear.

NO

TOMORROW ENERGY™

TOMORROW ENERGY™

Today's Date: 02/19/2019

OHIO RESIDENTIAL SALES

The purpose of this document is to authorize a change in the Customer's

Product Name: Res Fixed 12 Month Program Product Type: **Fixed [X] Variable []** Term: 1

Utilities: Duke Energy Gas Customer Utility Account #: 1113333333

Customer Name on Utility Account: John Smith

Name of Authorized Person if Different than Account Holder: John Smith

Relationship to account holder: Authorized User Sign Here:

Service address:

Street Address: 390 Rabro Drive City: Amlin State: OH ZIP: 43002

Mailing address (if different than Service Address):

Street Address: 390 Rabro Drive City: Amlin State: OH ZIP: 43002

Phone Number: (860) 810-2328

Email address: test@tlpssoftware.com Confirmation #: _____

Please provide an email address to enable us to send notices about your account. Specify email information with third parties.

☐ **I agree I have read the Terms of Service and I have authorization to have my utility service switched to Tomorrow Energy**

Please Sign Below to Submit Verification.

Clear Signature

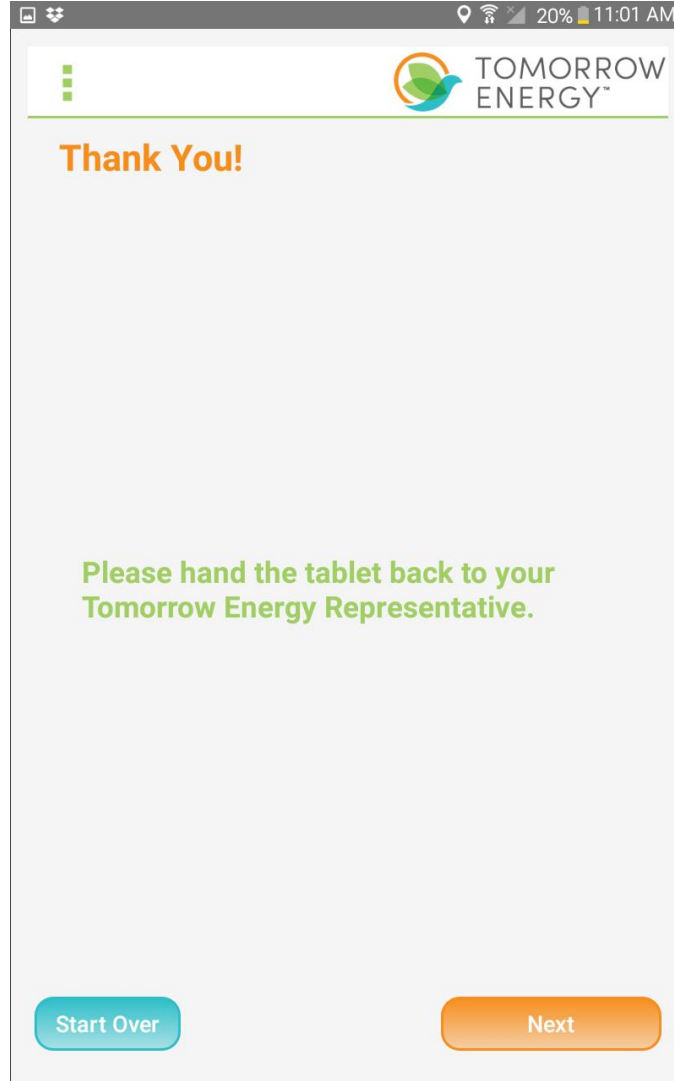
Start Over

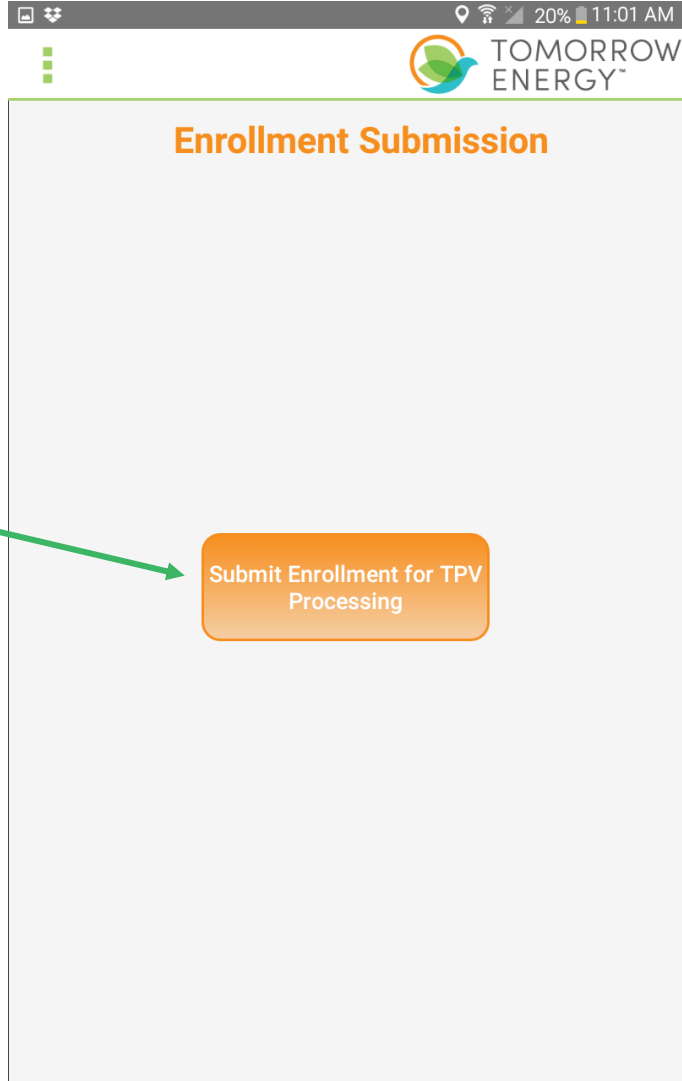
Next



Duke Energy P.O. Box 1326 Charlotte, NC 2820
Electric Outage Service Line Natural Gas Outage Service Line
(800) 543-5599 (800) 634-4300







Press the button in the middle of your screen to submit the enrollment for processing.

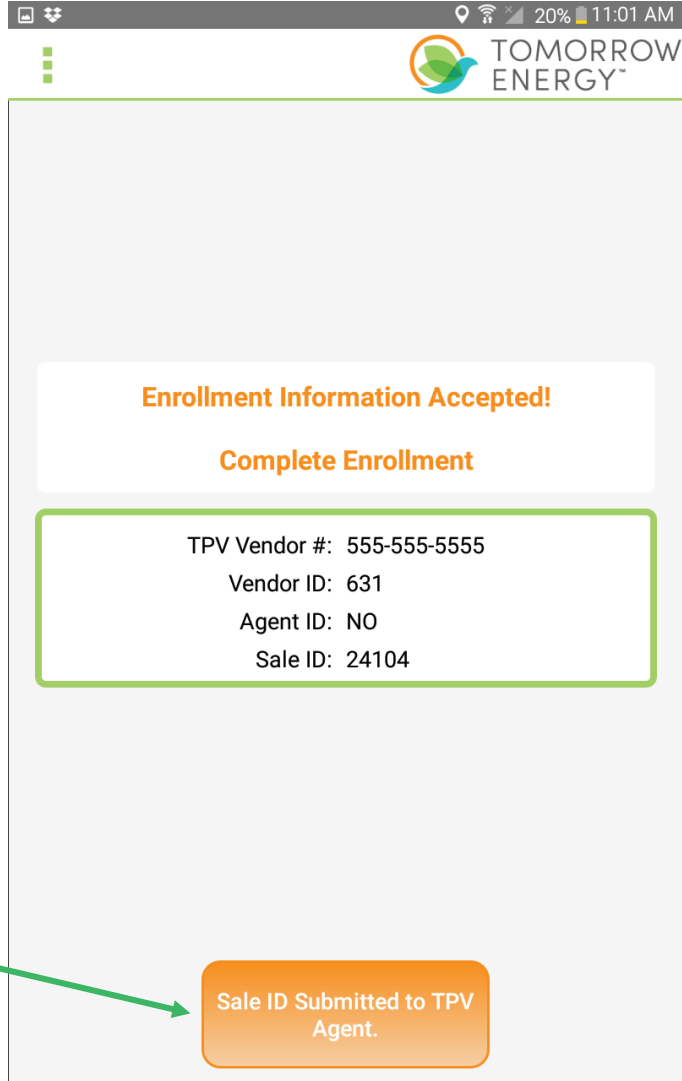


Enrollment Submission

**Enrollment Submitted.
Checking Status in 13.**

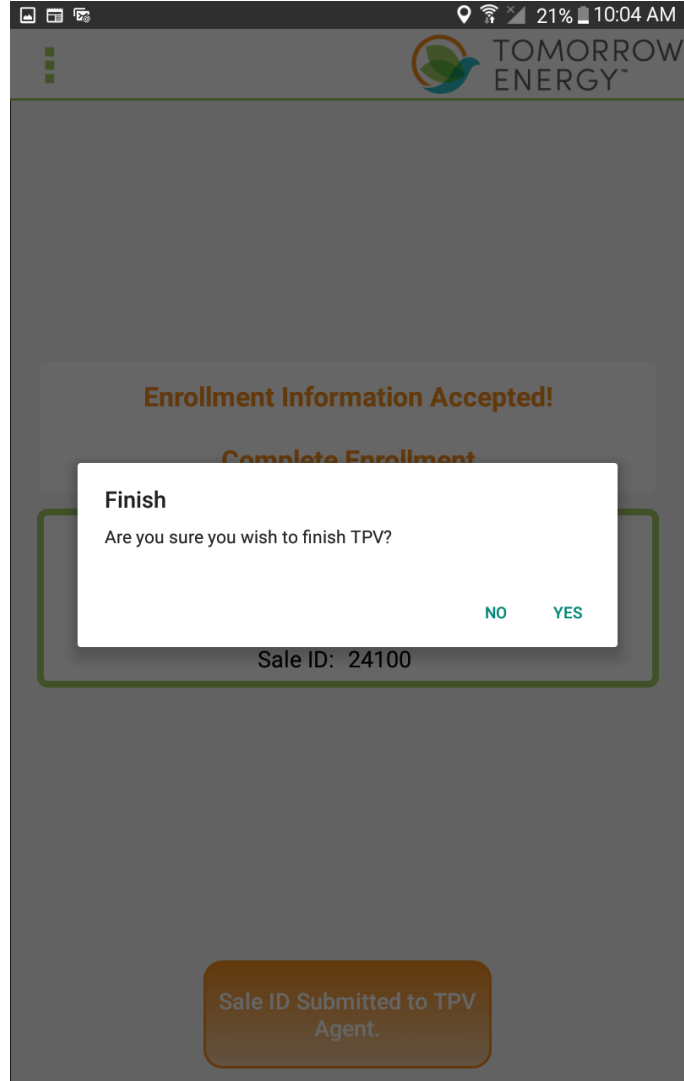
Enrollment Submitted.





Press the button
on the bottom of
your screen to
finish the process.





Customer TPV

Third Party Verification Phone Call



Third Party Verification

- TPV is the abbreviation for “Third Party Verification Phone Call”
- A TPV is a telephone call where an independent person (Third Party) verifies all of the details of the enrollment.
- The TPV company does not represent the electric company, the vendor or the customer, but is an independent third party which confirms both the customer’s intent to enroll and understanding of the product.
- All TPV calls are recorded and maintained for 7 years.
- It’s the law – Commissions that oversee public utilities generally require that all D2D sales must have an accompanying valid TPV prior to any customer enrollment.
- TPV must be conducted in the same language as the agent’s conversation with the customer.
- TPV’s protect both the Customer and the Sales Agent.
- Any sales agent who completes a TPV for a customer will be removed from our campaign, and could be subject to arrest, and jail time.



Preparing the Customer for the TPV

The customer must know:

- That you are NOT from the utility and you represent a separate energy supply company
- That the customer is switching from their current supplier to Tomorrow Energy but will maintain the relationship with their utility for delivery maintenance and billing
- Basic details of the enrollment (price, length of term, cancellation fee etc.)
- Where to find the customer care number on the paperwork you leave with the customer.
- The TPV operator will require a clear Yes or No response to all questions. Any customer questions directed to the TPV agent, or unclear language like “Yea”, “Uh-Huh” or “I understand” will likely result in a “no-sale” TPV.
- Prior to the start of the TPV with the customer, the D2D agent should leave the premises.
- **Telling the customer to “Just Say Yes” to the TPV questions is considered coaching – is unacceptable and will result in the TPV being cancelled.**



Tips That Will Help a Smooth TPV

If you get the sense that the customer is a little impatient, make sure to prepare them for the TPV operator as well with the following suggested messaging:

- “The operators are reading from a script so they may sound a little robotic.”
- “The operators do not work directly for us and do not have access to any information so therefore can not answer any questions about the services. If you have any questions about our services or your enrollment, please ask me now”
- “If you can’t understand what the operator is saying, ask them to slow down or repeat themselves.”



TPV Process

- Agent Completes sale with Customer
- Agent Calls: 855-979-1098
- Agent provides:
 - Vendor ID
 - Agent ID
 - Customer Information
 - Program Code
 - Utility Account Number
- Agent Hangs up, and **leaves the Premise**



Compliance & Regulation



Do's and Don'ts

DO:

- DO make sure you have proper permits, ***[AND KNOW THE JURISDICTIONAL LIMITS OF THE TOWN OR MUNICIPALITY WHERE YOU ARE PERMITTED TO SOLICIT]***
- DO wear your Tomorrow Energy attire at all times while out in the field and present yourself in a professional and courteous manner.
- DO Prominently display your Tomorrow Energy Badge at all times
- DO explain that you are with Tomorrow Energy and NOT with the utility
- DO contact your manager immediately if you encounter the police
- DO tell the customer what to expect on the TPV call
- DO leave the premises upon request of the owner
- DO present the product completely and accurately



Never Do The Following

- **NEVER** approach any property with obvious hazards or properties in which you feel uncomfortable.
- **NEVER** wear Tomorrow uniform while not working, or out at bars or partaking in any activities that could place Tomorrow Energy in a poor light.
- **NEVER** communicate with customers in any language other than English.
- **NEVER** speak negatively about the competition or speculate about their offers, prices, or early cancel fees etc. This includes not speculating about a company's business status.
- Because we can not know a customer's future usage, **NEVER** calculate a customer's future bill or future savings.
- **NEVER** approach any property with a No Solicitation Sign
- **NEVER** mislead customers in any way
- **NEVER** use force or be too aggressive to get a sale.
- **NEVER** enter a customer's home for any reason
- **NEVER** damage a customer's property in anyway.



How to handle a Hostile Interaction

- Immediately apologize to the individual(s) and exit the area.
- The goal is to avoid any further escalation.
- Do not argue with the person(s)
- Do not try and explain your side of the story, simply apologize for the misunderstanding and exit the area.
- If the altercation escalates into an emergency situation call 911 and follow their directions.
- After the altercation has subsided and you are in a safe place, contact your supervisor.



No Soliciting / Do Not Knock

- Agents **MUST** never attempt to knock or enter a property if “NO SOLICITING” or “NO TRESPASSING” signs are posted.
- Vendors & Agents are responsible to check the Do Not Knock list and may not solicit properties that are on the Do Not Knock list.

Examples:

- ✓ **Apartment Complexes or condominiums**

- Signs are usually posted in the vestibule of the lobby or outside the main entrance to the building.

- ✓ **Private communities**

- Signs are usually posted at the entrance to the community and at other various locations around the property.

- ✓ **Elderly or Senior Living**

- Signs are usually posted at the entrance to the community and at other various locations around the property.

- ✓ **Single family homes**

- Signs are usually posted on the prospect's front door or windows surrounding the entrance to the prospects home.



Delaware



Delaware D2D Guidelines

- Agent must never represent themselves as being from the Utility or any other Supplier. Agent must always represent Tomorrow Energy.
- The person the sales agent pitches and attempts to enroll for service must be:
 - Authorized to make changes on the electricity bill
 - Over the age of 18
 - **Must sign the enrollment and complete the TPV in their name.**
- All TPV's must be completed In in the same language as the sales conversation.
- Agent must leave the home prior to start of the TPV verification call.
- The person the sales agent speaks to CANNOT:
 - Sign the signature of someone else's name on their behalf
 - State someone else's name on the TPV
 - Initial someone else's name on their behalf
- Customer has 3 business day right of rescission.



Delaware D2D Guidelines – (continued)

- If no local ordinances, agents may solicit between 9:00 am and 8:00 pm. Always check for local ordinances.
- Give customer the Following Documents
 - Agent Business Card
 - Contract Summary
 - Product Terms and Conditions
- Agent Business Card required. - Leave agent contact information with customer. This should include; agent name/Title, agent ID, telephone number.
- Add the customer to the Do Not Knock list if the customer wishes to be exempt from further D2D marketing.
- Sales presentations must be understood by the customer. If the customer does not fully understand the product terms and services, the agent shall discontinue or terminate the sales process/enrollment.
- Sales Teams are responsible to secure the appropriate permits for the territories in which they choose to work.



Questions?

